

300 Corporate Center Drive  
Suite 600  
Camp Hill, PA 17011

Your insurance plan and the Pennsylvania Office of Long Term Living want you and the people you care about to stay safe and healthy in case of an outbreak of illness in your community. Making a plan can help you do that. Here is what you can do:

**Make a backup plan.** Meet with family, friends, and neighbors to talk about what to do if there is an outbreak of illness in your community. Make sure the plan includes who can be with you in case the people who normally help or take care of you cannot or if a service you normally get has to stop.

**Talk to your Service Coordinator.** Your Service Coordinator can work with you to make your backup plan, make an emergency contact list, and make a list of how and where you can get help if you need it.

**Make an emergency contact list.** Emergency contacts can include your Service Coordinator, your health insurance company, family, friends, neighbors, and health care workers.

### **Use healthy habits now.**

- Stay away from people who are sick.
- Stay home when you are sick, except to get medical care.
- Cover your coughs and sneezes with a tissue.
- Clean surfaces and things you touch every day using detergent and water.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing. If soap and water are not available, use a hand sanitizer that contains at least 60% alcohol. Always wash your hands with soap and water if you see dirt on them.

Questions? If you have any questions, please call our Participant Services Department at 844-626-6813. TTY users, please call 844-349-8916. You can call at any time.

## Statement of Non-Discrimination

PA Health & Wellness complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Pennsylvania Health & Wellness does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

PA Health & Wellness:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact PA Health & Wellness at 1-844-626-6813 (TTY/TDD 1-844-349-8916).

If you believe that PA Health & Wellness has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Grievance and Appeals Coordinator, PA Health & Wellness, 300 Corporate Center Drive, Camp Hill, PA 17011, 1-844-626-6813 (TTY/TDD 1-844-349-8916), Fax 1-844-706-7719.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, PA Health & Wellness is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue SW.  
Room 509F, HHH Building  
Washington, DC 2020  
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

<b>ENGLISH</b>	If you, or someone you're helping, has questions about Pennsylvania Health & Wellness, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1-844-626-6813 (TTY/TDD 1-844-349-8916).
<b>SPANISH</b>	Si usted, o alguien a quien está ayudando, tiene preguntas acerca de Pennsylvania Health & Wellness, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-844-626-6813 (TTY/TDD 1-844-349-8916).
<b>CHINESE</b>	如果您，或是您正在協助的對象，有關於 Pennsylvania Health & Wellness 方面的問題，您有權利免費以您的母語得到幫助和訊息。如果要與一位翻譯員講話，請撥電話 1-844-626-6813 (TTY/TDD 1-844-349-8916)。
<b>VIETNAMESE</b>	Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Pennsylvania Health & Wellness, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-844-626-6813 (TTY/TDD 1-844-349-8916).
<b>RUSSIAN</b>	В случае возникновения у вас или у лица, которому вы помогаете, каких-либо вопросов о программе страхования Pennsylvania Health & Wellness вы имеете право получить бесплатную помощь и информацию на своем родном языке. Чтобы поговорить с переводчиком, позвоните по телефону 1-844-626-6813 (TTY/TDD 1-844-349-8916).
<b>PENNSYLVANIAN DUTCH</b>	Vann du, adda ebbah's du am helpa bisht, ennichi vragen hott veyyich Pennsylvania Health & Wellness, dann hosht du's recht fa hilf greeya adda may aus finna diveyya in dei shprohch un's kosht nix. Fa shvetza mitt ebbah diveyya, kaw1 1-844-626-6813 (TTY/TDD 1-844-349-8916).
<b>KOREAN</b>	만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Pennsylvania Health & Wellness 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 1-844-626-6813 (TTY/TDD 1-844-349-8916) 로 전화하십시오.
<b>ITALIAN</b>	Se lei, o una persona che lei sta aiutando, avesse domande su Pennsylvania Health & Wellness, ha diritto a usufruire gratuitamente di assistenza e informazioni nella sua lingua. Per parlare con un interprete, chiami l'1-844-626-6813 (TTY/TDD 1-844-349-8916).
<b>ARABIC</b>	إذا كان لديك أو لدى شخص تساعد أسئلة حول Pennsylvania Health & Wellness، لديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية تكلفة. للتحدث مع مترجم اتصل بـ 1-844-626-6813 (TTY/TDD 1-844-349-8916).
<b>FRENCH</b>	Si vous-même ou une personne que vous aidez avez des questions à propos d'Pennsylvania Health & Wellness, vous avez le droit de bénéficier gratuitement d'aide et d'informations dans votre

---

langue. Pour parler à un interprète, appelez le 1-844-626-6813 (TTY/TDD 1-844-349-8916).

---

**GERMAN**

Falls Sie oder jemand, dem Sie helfen, Fragen zu Pennsylvania Health & Wellness hat, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 1-844-626-6813 (TTY/TDD 1-844-349-8916) an.

---

**GUJARATI**

જે તમને અથવા તમે જેમની મદદ કરી રહ્યા હોય તેમને, Pennsylvania Health & Wellness વિશે કોઈ પ્રશ્ન હોય તો તમને, કોઈ ખર્ચ વિના તમારી ભાષામાં મદદ અને માહિતી પ્રાપ્ત કરવાનો અધિકાર છે. દુભાષિયા સાથે વાત કરવા માટે 1-844-809-0449 (TTY/TDD 1-844-322-4523) ઉપર કોલ કરો.

---

**POLISH**

Jeżeli ty lub osoba, której pomagasz, macie pytania na temat planów Pennsylvania Health & Wellness, macie prawo poprosić o bezpłatną pomoc i informacje w języku ojczystym. Aby skorzystać z pomocy tłumacza, zadzwoń pod numer 1-844-626-6813 (TTY/TDD 1-844-349-8916).

---

**FRENCH CREOLE (HAITIAN CREOLE)**

Si oumenm, oubyen yon moun w ap ede, gen kesyon nou ta renmen poze sou Pennsylvania Health & Wellness, ou gen tout dwa pou w jwenn èd ak enfòmasyon nan lang manman w san sa pa koute w anyen. Pou w pale avèk yon entèprèt, sonnen nimewo 1-844-626-6813 (TTY/TDD 1-844-349-8916).

---

**MON-KHMER, CAMBODIAN**

ប្រសិនលោកអ្នកឬ នរណាម្នាក់ដែលអ្នកកំពុងតែជួយមានបញ្ហាអំពី Pennsylvania Health & Wellness អ្នកមានសិទ្ធិទទួលបានជំនួយនិងព័ត៌មានជាភាសាលោកអ្នកដោយឥតគិតថ្លៃ។ សូមនិយាយទៅកាន់អ្នកបកប្រែតាមលេខ 1-844-626-6813 (TTY/TDD 1-844-349-8916)

---

**PORTUGUESE**

Se você, ou alguém a quem você está ajudando, tem perguntas sobre o Pennsylvania Health & Wellness, você tem o direito de obter ajuda e informação em seu idioma e sem custos. Para falar com um intérprete, ligue para 1-844-626-6813 (TTY/TDD 1-844-349-8916).

---